

# ITES-SW

## Frequently Asked Questions (FAQ)

**1. When should a soon to expire CoN be removed from the catalog?**

If the CoN will expire before the next Tech refresh it should be removed. Since a Tech refresh occurs every quarter the CoN must be valid for a minimum of 90 days from the start of the quarter.

**2. Can a vendor renew a CoN?**

No, only a government user can determine the continued requirement for a software package.

**3. Can a product with an LCoN be listed in the catalog?**

**Yes**, products with a limited CoN will be highlighted and the following statement will be placed at the top of each of the four catalogs **“Items highlighted in this color have a Limited CoN and can only be utilized by those identified in the Restrictions: section of the CoN.”**

**4. Can a vendor submit a request for a CoN on a software package?**

No, NETCOM requires that a Government user show a justifiable mission requirement for the software package, Government sponsorship assures that only valid software requirements obtain a CoN.

**5. Who posts the vendor catalog to the CHES web site?**

Vendors shall submit quarterly ITES-SW catalog refresh to the Rock Island Contracting Office, the update will be forwarded to the ISEC engineer which will review proposed offerings to make sure the proposed product is within scope of the four CoN catalogs categories (IT utility & Security, Modeling & Simulation, Multimedia & Design, and Program& Development), has a valid CoN, and is not part of the DoD Enterprise Software Initiative (ESI) agreement, GSA SmartBuy, or any Army Enterprise License agreement. The ISEC approved ITES-SW catalog will be forwarded to CHES and Contracting Office. The Contracting Office shall issue a contract modification which will indicate the official acceptance of the ITES-SW catalog. The ITES-SW catalog will then be posted on the CHES website.

**6. Who can initiate a CoN request?**

Only a government user with a valid mission requirement can renew or initiate a CoN request.

**7. How do you adjudicate a vendor claim of a CoN and the NETCOM list?**

A software package will only be considered to have a valid CoN if that package is listed on the NETCOM CoN list. Software packages with package submission or pending certification are not acceptable.

**8. Is an appliance within the scope of the ITES-SW contract?**

No, appliances are typically devices such as Firewalls, Data Storage Controllers, Intrusion

Protection Systems, Intrusion Detection Systems, Proxy Servers, Network Access Control, etc. These hardware devices require security certification and approval by DISA. This action is outside the scope of the ITES-SW contract.

**9. Who is responsible for verifying CoN and that item is not on another BPA, ELA or ESI?**

The ISEC engineer which will review proposed offerings to make sure the proposed product is within scope of the four CoN catalogs categories (IT utility & Security, Modeling & Simulation, Multimedia & Design, and Program& Development), has a valid CoN, and is not part of the DoD Enterprise Software Initiative (ESI) agreement, GSA SmartBuy, or any Army Enterprise License agreement.

**10. How do we get UNSPSC code?**

The Vendor can go the United Nations Standard Products and Services Code (UNSPSC) website at <https://www.unspsc.org/> to get product codes.

**11. Can vendors sell software products not in our catalog?**

No, only software products that have been vetted by the Government can be offered under the ITES-SW contract. Use of miscellaneous Within Scope Items is limited to services or hardware that does not require the service or product to have a security certification. The total Firm Fixed Price for orders with Within Scope Items shall not exceed \$10,000.

**12. When are catalogs updated?**

Vendors shall submit ITES-SW catalog updates IAW with the following schedule:

	Submit Catalog Update	Catalog Period
1 <sup>st</sup> Quarter	NLT 1 December	1 January thru 31 March
2 <sup>nd</sup> Quarter	NLT 1 March	1 April thru 30 June
3 <sup>rd</sup> Quarter	NLT 1 June	1 July thru 30 September
4 <sup>th</sup> Quarter	NLT 1 September	1 October thru 31 December

**13. Can detail be added to product name on spreadsheet?**

Yes, only after what is on the CoN is listed and place the additional detail in parentheses. As an example:

Line #		Product Name and version (Must match CoN)	Software Publisher	Manufacturer Part Number	Certificate of Networthiness (CoN) Number	CoN Experration Date
1		CommVault Simpana 10 (Oracle)	xxxx	xxxx	xxxx	xxxx
2		CommVault Simpana 10 (SAP)	xxxx	xxxx	xxxx	xxxx
3		CommVault Simpana 10 (VMware)	xxxx	xxxx	xxxx	xxxx
4		CommVault Simpana 10 (IBM DB2)	xxxx	xxxx	xxxx	xxxx

**14. How do we handle items without a CoN that are large requests?**

Should vendor encounter a large request for items without a CoN please forward to CHES Product Leader for further action. It is the Government's intent to notify contract users that only CoN software products can be ordered on the ITES-SW contract.

**15. How do we handle requests for items not listed on catalog?**

Advise customer that requested item is outside the ITES-SW scope and forward request to CHES help desk for further assistance.

**16. Is a new CoN item a new product or upgrade?**

A software product that changes for version 2.1 to version 3.0 is a new product and the 3.0 product will require a CoN before it can added to ITES-SW catalog. A software product that changes from version 2.1 to version 2.2 is considered an upgrade and the existing CoN is acceptable.

**17. What types of software products can be offered under the ITES-SW contract?**

The ITES-SW contract limits software product to items to the following categories:

IT Utilities & Security Contains system software that helps to analyze, configure, optimize, protect, and maintain computers and the network infrastructure. This catalog includes: network administration tools, firewalls, backups, security tools, encryption tools, password managers/creators, file compression, registry tools, test and document editors, data mining, decision support systems, asset and inventory management, handheld software.

Modeling & Simulation – Contains software that facilitates a level of understanding of the interaction of the parts of a system, and of the system as a whole.

Multimedia & Design – Contains software used for graphic design, multimedia development, specialized image development, general image editing, or to access graphic files. This catalog includes: 3D drawing, computer aided dispatch (CAD), digital photography applications, animation creation, illustration, image editing, font tools, authoring tools, desktop publishing, graphics, and label makers (CD & paper).

Program and Development – Catalog IV contains software that assists in the development of software applications. This catalog includes: editors, compilers, interpreters, loaders, programming libraries, documentation tools, testing environments, application creation, and web design.

**18. Can software as a service be in the catalog?**

No, Software as a Service (SaaS) will not be offered on the ITES-SW contract until proper procedures and guidelines defining the process are established and contractually approved.

**19. What is to be provided in response to DoDAF requirement 5.6.3?**

No, deliverable reports are required beyond the Order Transaction Reports, Product Attributes Reports, and Vendor Status Reports.

**20. How do customers get prices? There are none in the catalogs.**

A Request for Quotation (RFQ) will be issued to all contract holders in accordance with FAR 16.505 fair opportunity procedures.

**21. List of exceptions to Fair Opportunity?**

The list of fair opportunity exceptions are contained in FAR 16.505. This is utilized by the ordering office only. The ordering guide states where the exceptions can be found. I do not recommend listing the exceptions.

**22. How are within scope items handled?**

Proposed within scope items will be handled at the individual customer ordering level. The proposed items will be technically evaluated by the customer. The price will be evaluated at the ordering level as well. A modification will be executed at the customer ordering level.

**23. What happens when the contract threshold is reached?**

If the contract threshold is reached, a re-compete would be necessary. The Order Transaction Report is a key document in tracking the ceiling.

**24. Can vendors add authorized agents to the contract?**

Contract holders cannot add authorized agents to their contract.

**25. Can customers combine two contract orders under one order?**

If this question refers to stating one contract number under another contract number, the answer is “no”. If this is referring to combining requirements under one ordering office, the answer is “yes”. It is the responsibility of the ordering office to adhere to regulations regarding consolidation and bundling.

**26. Can services be packed into one software quote?**

A quote can consist of multiple items (software, maintenance, training, etc.) However each item must be separately priced to provide transparency to the customer.

**27. Can an ELA be structured under this contract?**

Prior to a customer ordering office contemplating an Enterprise License Agreement (ELA), the ACC-RI contracting officer and contract specialist shall be notified to ensure that the contract ceiling is not breached by such an action.

**28. Can current contract holders partner together?**

Contractor Teaming Arrangements (CTA) were requested at time of submission. If consideration is given to revising an already submitted CTA or there is consideration to submit a CTA, the CTA shall be provided to the ACC-RI contracting officer and contract specialist for review.

**29. Would the Army accept as valid Certificates of Networthiness from other DoD Agencies?**

No, NETCOM will accept the Certificate of Networthiness from other DoD Agencies as part of the review process. If the CoN is granted based on reciprocity it will be so noted on the NETCOM CoN, usually in the “Facts” section of the CoN.